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To enrich lives through effective and caring service.

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September 17, 2007

To: Each Supervisor

From: Dave Lambertson
Director 

Subject: **AMENDMENT OF INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDERS N7E-0079 & N7E-0078**

This is to notify you of our intent to amend two ITSSMA Work Orders for support in Unisys Database Management. They are:

- Work Order N7E-0079 with KBL Consulting, Inc. will be extended from October 31, 2007 to December 31, 2008 and increased by \$180,400 for a new total maximum Work Order amount of \$480,000.
- Work Order N7E-0078 with Logic House, Ltd. will be extended from March 30, 2008 to March 31, 2009 and increased by \$155,400 for a new total maximum Work Order amount of \$455,000.

In accordance with ITSSMA guidelines, Board notification is required for all projects that exceed \$300,000.

BACKGROUND

ISD acquired one Database Systems consultant and one Operating Systems consultant through an ITSSMA competitive bid. This was done to fill vacancies in the Unisys Data Center operations. We are using contract staff rather than hiring staff because the applications that the Unisys Data Center support will not be in existence in 2009.

SCOPE OF WORK

Under the direction of an ISD Project Manager, the time and materials consultant working under Work Order N7E-0079 as the database management support specialist performs the following tasks:

- Installs, tests, and implements new releases of Unisys database system software.
- Provides on-going data base maintenance support.
- Provides consultation and assistance to customer applications regarding database products.
- Performs problem analysis and system tuning.
- Prepares technical documentation including new product impact assessments, technical bulletins, and/or detailed test plans.

The consultant working under Work Order N7E-0078 as the operating systems support specialist performs the following tasks:

- Installs, tests, and implements new releases of Unisys operating system software.
- Prepares technical documentation including new product impact assessments, technical bulletins, and detailed test plans.
- Analyzes Unisys software and mainframe hardware problems. Assists operations personnel with system recovery as needed.
- Provides technical support for the Unisys mainframe systems by providing recommendations regarding system configurations and software upgrades, and implementing necessary software changes in the operating system software.

JUSTIFICATION

The skill sets provided by these consultants are critical to the performance of the specific tasks described above and to the overall success of the projects supported by ISD for various County Departments and other government agencies. ISD will need to retain the services of these consultants to provide adequate technical support to the Unisys customer applications until such time that they are taken over by the State.

Currently approximately 90% of the total Unisys Data Center work is in support of the County's Child Support Payment application. This application is scheduled to be replaced by a State-Wide system in early 2009. Once the State system is implemented, ISD will no longer require the support of these two consultants.

FISCAL IMPACT

The consultant's hourly rate will remain the same for the Work Order extension. The total additional amount of both extensions is \$334,224. Funding is allocated in the ISD Services and Supplies Budget for fiscal year 2007-2008 and will be in the 2008-2009 budget. Costs are recovered through chargeback for computer system utilization to County departments, the large majority of which is subvented by State and Federal programs.

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NOTIFICATION TIMELINE

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to extend the term of these Work Orders. In two weeks, we will proceed with the extension.

If there are any questions or comments, your staff may contact Richard Sanchez, General Manager, Information Technology Services, at (562) 940 -2901.

DL:DC:hp

c: Chief Executive Officer
Executive Office, Board of Supervisors
Lisa Nuñez
ISD Board Deputies

NOTED AND APPROVED:



Jon W. Fullinwider
Chief Information Officer